

# Owner's Manual

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# WOODWAY®

*For The Long Run®*

ECOMILL

Non-Motorized Treadmill



## Be Green. Run Clean.®

© WOODWAY USA  
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## WOODWAY SERVICE PROVIDER INFORMATION SHEET

NAME OF COMPANY \_\_\_\_\_

CONTACT PERSON \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_

PHONE NUMBER \_\_\_\_\_

FAX NUMBER \_\_\_\_\_

MAJOR CITIES AND AREAS YOUR COMPANY SERVICES \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

MY WOODWAY \_\_\_\_\_ ARRIVED \_\_\_\_\_

Model Name

Date

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# WOODWAY History

WOODWAY's history begins in Germany in 1974. Willi Schoenberger, a technical director in charge of planning a fitness center, noticed that the most important piece of equipment, the treadmill, didn't meet the most important requirements: a mechanically sound machine that is designed to meet human needs.

He envisioned a comfortable surface that didn't interfere with the natural biomechanics of running or walking. Also, he wanted a transportation system which eliminated the friction associated with conventional (conveyor belt) treadmills. After intensive research, and trial and error (and in cooperation with the Deutsche Sporthochschule in Cologne, Germany), Willi developed and patented a very unique and revolutionary treadmill design.

In 1975, WOODWAY GmbH was founded in Weil am Rhein, Germany. The name "WOODWAY" is derived from the German "Waldweg" (Wald = Wood and Weg = Way) – the feel of running on a soft pine needle covered path in the forest.

In 1983, a manufacturing license was awarded to Sakai Medical, for the use of WOODWAY technology in the Japanese marketplace.

In 1988, a U.S. license was granted to a small, well-established manufacturing company in Waukesha, Wisconsin. WOODWAY USA was formed when the U.S. incarnation of the WOODWAY was developed and completed in 1990. WOODWAY USA is proud to be the primary manufacturer of WOODWAY Treadmills worldwide, exporting treadmills for international distribution, in addition to serving our domestic customers and clients.

Today, WOODWAY's design and manufacturing facilities in the United States, Germany and Japan make WOODWAY the largest specialized treadmill manufacturer in the world. Constant enhancements in quality, design and function are shared and implemented by all three WOODWAY manufacturers.

As WOODWAY moves forward, attention to product quality, innovation, and customer service are at the forefront of our efforts. Along with our treadmills, other products, services and strategic relationships are being developed so as to keep WOODWAY on the leading edge as we meet fitness training, testing and rehabilitation needs.

# GETTING STARTED

SAFETY

THINGS TO CONSIDER

ITEMS AND SERVICES AVAILABLE

## Important Safety Instructions

**A safety sign has been included with your treadmill. It is the responsibility of the owner to post this sign in a visible area near the machine.**

### Controlled Start Speed – 1 MPH

The EcoMill is designed to control the maximum belt speed for user safety. The initial start speed is 1 MPH to assure the user has adequate time to adjust to the non-motorized running surface. Once acclimated, the user can then adjust the maximum speed to their desired speed for their workout.

#### WOODWAY Training Technique Advisory:

To maximize the benefit and safety of your treadmill training WOODWAY recommends all users maintain proper running form and not shuffle their feet.

When servicing any piece of fitness equipment, basic precautions must be followed. Familiarize yourself with all warnings, instructions and procedures concerning proper care and maintenance of a WOODWAY treadmill. Instructions are found in this service training manual and some also appear on labels and instructions on the treadmill itself.



**DANGER – To Reduce the Risk of Electrical Shock**

- Do not operate the heart rate monitor transmitter in conjunction with an electrical heart pacemaker. The transmitter may cause electrical disturbances.
- Do not soak the treadmill surfaces with any liquid; use a sprayer or damp cloth.
- Do not place any open liquid containers on any part of the treadmill. The use of sport bottles with closeable tops is acceptable to be used.
- Do not attempt to service your treadmill yourself if you feel at risk.
- Always keep the running surface clean.

**CAUTION:**

- Consult with your physician before beginning any exercise program, especially if any of the following pertain to you: history of heart disease, high blood pressure, diabetes, chronic respiratory disease, elevated cholesterol, smoke cigarettes, or experience any other chronic disease or physical impairments.
- Pregnant women should consult their physician before beginning an exercise program.
- If you experience dizziness, chest pains, nausea or any other abnormal symptoms while utilizing the treadmill, stop immediately. Consult a physician before continuing.
- A qualified mechanic should perform service or repair work. *It is preferable that mechanics have successfully completed our factory-authorized service school or equivalent.*

**WARNING – To reduce the risk of injury to you and to others:**

- THE ECOMILL IS NON-MOTORIZED – The user controls the rate of speed including the rate at which the treadmill slows or comes to a stop. There is no motor on the EcoMill, therefore there is not an emergency stop lanyard. The treadmill will come to a stop on its own, it is imperative that all users familiarize themselves with the treadmill and its features.
- THE ECOMILL IS NON-MOTORIZED – The belt moves freely, always mount and dismount the EcoMill from the rear of the treadmill. Use the handrails at all times

when mounting and dismounting from the rear.

Set up and operate treadmills on a solid, level surface.

- Keep all loose clothing and towels away from the treadmill running surface. It is also important that shoe laces do not extend past the bottom of the sole of the shoe.
- Keep the area behind the treadmill clear and at least **FOUR FEET** from walls or furniture.
- Keep hands away from all moving parts.
- Never leave children unsupervised around a treadmill.
- Inspect the treadmill for worn or loose components prior to use. Tighten/replace any worn or loose components prior to use.
- WOODWAY treadmills are built to handle runners weighing up to 800 pounds at speeds between 0-4 MPH and 550 pounds at speeds up to 18 MPH. A treadmill running belt might not stop immediately if any object becomes caught in the belt or rollers.
- Care should be taken when entering and exiting the treadmill. Never enter or exit the treadmill while the running belt is moving. Use the handlebar or handrails whenever practical.
- Wear proper athletic shoes, such as those with rubber or high-traction soles. Do not use shoes with heels or leather soles. Make sure no stones are embedded in the soles.
- Allow several minutes to bring your heart rate into the training zone shown elsewhere in this manual. Walk slowly after your workout to allow your body time to cool down and your pulse rate to decrease.
- The safety and integrity designed into the machine can only be maintained when the treadmill is regularly examined for damage and repaired. It is the sole responsibility of the user/owner or facility operator to ensure that regular maintenance is performed. Worn or damaged components should be replaced immediately or the treadmill removed from service until the repair is made. Only manufacturer supplied or approved components should be used to maintain and repair the treadmill.



# **Things to Consider Before Starting Exercise Program**

## **CONSULT A PROFESSIONAL FITNESS TRAINER**

It is advisable for all exercise beginners to consult a professional fitness instructor or personal trainer to develop an overall fitness evaluation/wellness program before starting an exercise routine.

## **CONSULT A PHYSICIAN**

If you are over 40, have a history of heart disease, are overweight, or have not been involved in any kind of exercise program for several years, it is recommended that you see your physician as a precaution before engaging in a vigorous exercise program.

## **UNDERSTAND THE IMPORTANCE OF WARMING UP AND COOLING DOWN**

It is important to warm up and cool down prior to and at the end of each work out, respectively. Always try to incorporate a series of basic leg stretches before and after each workout. Stretching provides the necessary flexibility to prevent sore muscles and injury during daily activities.

## **LEARN HOW TO TAKE YOUR PULSE PROPERLY**

To select the fitness level that is most suitable to exercise, it is important to correctly determine your heart rate or pulse. To do this, it is recommended that you use a good quality heart rate monitor. If you do not have a heart rate monitor, you can find your pulse by placing your fingers on the underside of your wrist or either side of your throat. While looking at the second hand on your watch, count how many heartbeats you feel within fifteen (15) seconds. Multiply this number by four to get your Beats Per Minute (BPM). Your heart rate will be needed when you take the Self-Fitness Test.

## **KNOW YOUR MAXIMUM HEART RATE**

To determine your maximum heart rate, subtract your age from 220 (general formula). The difference is the approximation of your maximum heart rate, as used by the American Heart Association and The American College of Sports Medicine. The only way to determine your true maximum heart rate is to have a stress test administered by your physician. The American Heart Association recommends that you have a stress test done if you have any history of heart disease or if you are over the age of 40 and beginning an exercise program.

During exercise, it is recommended that you not exceed 85% of your maximum heart rate. Our programs are designed to keep your heart rate within your target zone. Your target zone is an area between 60 and 75% of your maximum heart rate. Should you find your heart rate above the 75% level, you have probably selected a fitness level that is too high in that particular fitness program. You should either drop to a lower intensity level in the same fitness program, or use a less stressful fitness program.

# Heart Rate Chart

AGE	MAXIMUM HEARTRATE	60% OF MAXIMUM HEART RATE	75% OF MAXIMUM HEART RATE	85% OF MAXIMUM HEART RATE
20	200 BPM	120 BPM	150 BPM	170 BPM
25	195	120	150	160
30	190	110	140	160
35	185	110	130	150
40	180	100	130	150
45	175	100	130	140
50	170	100	120	140
55	165	90	120	130
60	160	90	120	130
65	155	90	110	130
70	150	90	110	120
75	145	80	100	120

Source: American College of Sports Medicine.

## HOW OFTEN SHOULD YOU EXERCISE?

The biggest mistake made by people when starting an exercise program is that they try to do too much too fast. Give yourself time to get into shape. Becoming re-conditioned also takes time. Either way, it will not happen overnight. Remember: the key is consistency and duration of exercise, not intensity. Fitness experts recommend that you start by exercising three to four days a week within your target heart rate for at least 20 minutes per session. Your ultimate goal should be to get yourself gradually to a level of fitness where you can comfortably keep your heart rate in the target zone for 50 to 60 minutes four to five times a week.

## WEAR PROPER WALKING/JOGGING SHOES

To help avoid getting sore feet and muscles, it is suggested that you invest in a good pair of walking/jogging shoes. It is important to purchase a comfortable pair of shoes with good heel and arch support. Also, remember to regularly replace old or worn out shoes with new shoes.

## STAY ACTIVE

Between workouts it is suggested that you simply stay active, eat well-balanced meals, and drink plenty of water. The combination of these activities should enhance your chances for a future of good health.

## **ITEMS & SERVICES AVAILABLE FROM WOODWAY**

### **Protective Treadmill Floor Mat**

**\$79.00**

Designed to protect the flooring or carpeting below your WOODWAY and to keep your treadmill clear of obstructions such as thick carpeting.

### **WOODWAY Renewal Program:**

**call for quotation**

This entails having your treadmill shipped back to WOODWAY via Van Line (WOODWAY can coordinate these details; cost is additional). Your treadmill will then be thoroughly renovated by a WOODWAY Service Technician. Any worn or outdated features will be replaced, such as: the running belt and slats, side covers and trim plates, timing belt, display board comparable to the board currently on the treadmill, HTD drive shaft, tracking rollers, any worn bearings, re-powder coating of handrails and exterior hardware. The treadmill will then carry a 1 year parts and labor warranty. It is like getting a brand new WOODWAY at a fraction of the cost.

\*Prices above may not include shipping & handling.

\*Contact the WOODWAY Service Department or your Sales Representative to order at 1-800-966-3929.

## **SPECIFICATIONS**

POWER REQUIREMENTS

RUNNING BELT SPECIFICATIONS

ENVIRONMENTAL SPECIFICATIONS

## Power Requirements

The EcoMill is non-motorized and therefore does not require electricity from a wall outlet. The EcoMill display is powered up by the user moving the belt.

The display utilizes a battery back-up to assure uninterrupted use and will remain constant on for two minutes after the belt is initially moved.

\*\*The EcoMill has a power switch located on the lower middle of the running deck. This power switch enables the battery back-up system and must be switched to the on position.

## Running Belt Specifications

General	Slats, overlapping, replaceable
Slat type	Rubber over aluminum support
Running Belt Hardness	Approximately 40 Shore A
Running Area	See detailed specifications/model (Ch.1)
Standard Color	Black
Support	114 roller bearings, 12 roller guides
Lateral movement	+/- 8 mm

## Environmental Specifications

Degree of Protection	IP2x
<u>Operating Conditions</u>	
Ambient Temperature	+10°C to +40°C (0°F to +104°F)
Relative Humidity	20 to 95%
<u>Transportation &amp; Storage Conditions</u>	
Temperature Range	-18°C to +49°C (0°F to +120°F)
Relative Humidity	20 to 95%
Atmospheric Pressure Range	700hPa to 1060 hPa (20.67 to 31.3 inches of Mercury)

## **TREADMILL INSTALLATION**

LOCATION REQUIREMENTS  
TRANSPORTING YOUR TREADMILL  
ECOMILL SET-UP

## Location Requirements

Install your treadmill on a structurally sound surface. If it is to be used above ground level set it up near the corner of the room to ensure maximum support during high-speed use. The surface should be reasonably level to ensure minimum frame flexing. Do not place the treadmill directly on shag or plush carpeting because of the moving parts underneath. If the operating area is thickly carpeted, set the unit on a mat (WOODWAY has a selection of mats available for purchase if needed; call 1-800-WOODWAY for details). This will reduce the lint that can get into the treadmill and also reduce carpet wear.

## Transporting Your Treadmill

**CAUTION:** THIS TREADMILL IS HEAVY AND COULD CAUSE INJURY IF PROPER LIFTING TECHNIQUES ARE NOT UTILIZED. LIFTING BARS ARE SUPPLIED WITH THE TREADMILL TO MOVE THE TREADMILL.

Lifting bars are inserted into each bottom corner of the treadmill. Do not pull or lift on the cosmetic covers. If a flat dolly is available, place the dolly underneath the treadmill and push it to the desired location. If the treadmill must be disassembled, the cosmetic covers and the handrail assembly could be removed for easier transportation.

## EcoMill Set-Up

The EcoMill is designed to be mobile and comes standard with 2 wheels on the front underside of the frame rails. To move the treadmill, carefully lift on the bar at the back of the treadmill elevating the rear to a near 45 degree angle. At this point the front of the unit will be resting on the wheels and the treadmill can be moved via pushing.

## **TREADMILL FUNDAMENTALS**

BELT SURFACE

TRANSPORTATION SYSTEM

SERIAL NUMBER PLACEMENT

POLAR HEART RATE



## **Belt Surface**

The patented running belt is made of individual slats mounted on a continuous set of tooth belts. The tooth belts mesh with the front pulley assembly, which meshes with the drive pulley. This results in no belt slippage. The individual slats are comprised of two materials: a rubber based surface and an aluminum T-shaped frame. The rubber material, approximately 3/8 inch thick, and the aluminum T-slat makes a WOODWAY the "softest treadmill running surface in the world". The rubber running surface greatly reduces shock of impact and helps reduce the local extremity pain associated with long-term running. The positive belt engagement eliminates friction and heat, and therefore increases the longevity of the running surface and treadmill itself.

The WOODWAY rubber belt surface is unlike other treadmills (which normally utilize a cotton and nylon belt). All treadmills take time getting us to operating and using them. With your WOODWAY, you may find, at first, that the surface has a "grip" to it you have not experienced before. The more often you utilize your treadmill the more you will become accustomed to the feel of it. Like all treadmills, it is important not to drag your feet on a WOODWAY treadmill.

## **Transportation System**

The transportation system is comprised of two bearing rail assemblies, an endless steel wire reinforced lateral belt, and 7-inch diameter toothed roller drums. The bearing rails support the running surface and are integral to reducing belt wear and friction.

The two endless lateral belts have many key functions: they hold the individual slats together, transfer power to and from the motor and runner, and help keep the running belt from tracking to the left or right. The two bearing rails consist of three main parts: the bearing rail, individual bearings, and the bearing-supported roller guides. A smooth section of the lateral belts roll over the bearings and roller guides.

The bearing rail supports all the bearings and roller guides and helps to distribute the local loads throughout the treadmill. The roller guides on each side assist to reduce tracking error and help support the running belt. The individual bearings on each side also evenly distribute the load across the treadmill.

The toothed drums are used to eliminate any slippage. The drum assemblies have heavy-duty pillow blocks (bearings) which also reduce friction.

This unique transportation system results in very little friction so you can simply push the running belt under your own power!

## **Serial Number Placement**

Each WOODWAY treadmill is assigned a serial number when built. Depending on the year your model was built, it will have either a 7 – 8 digit alpha-numeric code, or a 9 digit numeric code. The serial number can be found on the front left section of the treadmill frame.

The label also includes information about your particular treadmill. It lists input voltage and current, and the options and/or features of your treadmill. Please refer to your packing slip or invoice or contact WOODWAY USA (**1-800-WOODWAY**) to determine the features you may have ordered, if you are in doubt, with your treadmill.

## **Polar® Heart Rate Monitor**

The display board is equipped to project a user's heart rate in conjunction with the use of a Polar® Monitor. In order for the board to correctly display a user's heart rate, the receiver within the display board must obtain a stable heart rate signal from the Polar® transmitter.

The Polar® Heart Rate System consists of three main elements: 1) the Sensor/Transmitter, 2) the Chest Band/Strap and 3) the Monitor/Console. The receiver of the wireless ECG system is built into the monitor/console unit of the board. While operating under heart rate control modes, the computer monitors the exact measurement of and control over the activity of the heart.

## **How to Wear the Chest Strap**

The Sensor/Transmitter is worn just below the chest and at the top of the abdomen, preferably directly on bare skin (not over clothing). The transmitter should be centered below the pectoral muscles (breasts). Once the strap is secured, pull it away from the chest by stretching the band, and moisten the conductive electrode strips located underneath the snaps. If you wish to wear the band over a shirt, moisten the shirt under the area of the electrode strip. The transmitter operates automatically while you are wearing it. It does not operate while it is disconnected from your body. However, as moisture may activate the transmitter, please wipe it dry after use. The chest band is washable. After you have detached the transmitter, wash the band in warm water, using mild soap, and rinse thoroughly in clean water. Never scrub the transmitter surfaces.

## The Transmitter

You must be within three and a half feet of the receiver in order for the signal to transmit. Please take note that your transmitter may fluctuate erratically if you are too close to other Polar® equipment. Maintain **at least a three-foot** distance between other Polar® units.

*Note: Erratic heart rate reception may occur if the Polar® Monitor is too close in proximity to strong sources of electromagnetic radiation, such as television sets, personal computers, electric motors and some other types of fitness equipment. Only one transmitter should be used inside the range of any one receiver as the receiver may pick up several signals simultaneously causing an inaccurate readout.*

## SAFETY FEATURES

## 1.0 MPH Start Speed

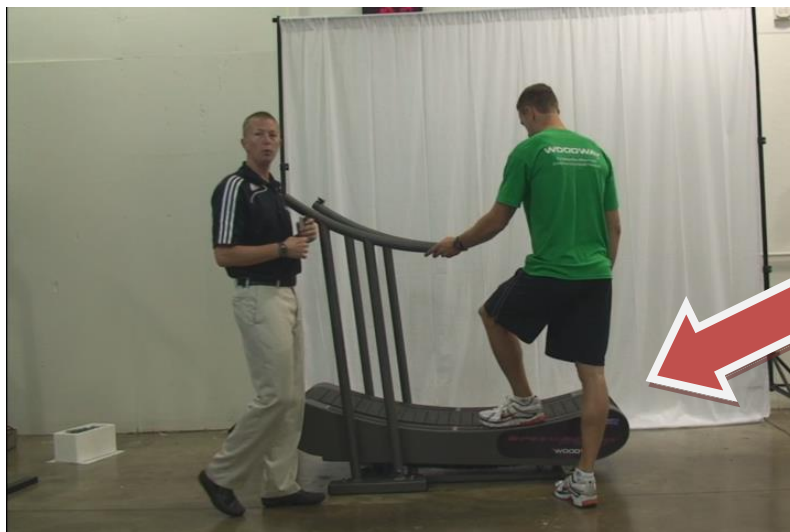
The EcoMill is designed to control the maximum belt speed for user safety. The initial start speed is 1 MPH to assure the user has adequate time to adjust to the non-motorized running surface. Once acclimated, the user can then adjust the maximum speed to their desired speed for their workout.

## One Way Drive Mechanism

The EcoMill's non-motorized running surface is designed for the user to control and actually drive or turn the belt. The innovative curved design coupled with gravity makes this possible.

For the safety of the user, the running surface only rotates in a motion that allows for forward running use of the machine (as opposed to reverse). This provides a stable and nearly locked running surface for mounting and dismounting of the treadmill from the rear or back of the unit.

THE ECOMILL SHOULD ONLY BE ENTERED FROM THE BACK OF THE UNIT – NEVER STEP ON THE FRONT OF THE ECOMILL UNIT



STEPPING ON THE FRONT OF THE UNIT WILL CAUSE THE BELT TO SPIN RAPIDLY

## Curved Parallel Handrails

The EcoMill has curved parallel handrails which allow the user to maintain direct contact

for safety and stability throughout the curve of the running surface. Users should maintain constant contact with the handrails for safety at all times.

ALWAYS USER THE HANDRAILS WHEN ENTERING OR EXITING THE ECOMILL

## CAUTION LABELS

The EcoMill has two caution labels expressing the fact that the treadmill is non-motorized and the belt spins freely and it must be entered from the back and health risks associated with overexertion.



## **EcoMill LED DISPLAY BOARD**

DISPLAY OVERVIEW

DISPLAY PARAMETERS

FUNCTIONAL BUTTONS – PRE-SET PARAMETERS

DESCRIPTION OF STATISTICS

WORKOUT PARAMETERS

## Display Overview



Actual Speed Window – Displays the current speed the treadmill user is walking/running

Max Speed Setting Window – Displays the current maximum speed setting.

This is the maximum speed the running belt can spin.

Adjust the maximum speed with the fast arrow to increase speed or slow to reduce.

## Description of Statistics

### TIME:

Time is displayed in the format 00:00. Time always counts up.

### SPEED:

Speed is displayed in the format 00.0. Speed represents the user's current speed in miles per hour (or kilometers per hour). Valid speed values are: 0.0 – top speed (which varies depending on model and options ordered).

### DISTANCE:

Distance is displayed in the format 00.00. Distance represents the accumulated user distance in miles or kilometers.



**CALORIES:**

Calories are displayed in the format 0000. Calories represent the accumulated user calories burned and are calculated using a default weight of 155 lbs.

**PACE:**

Pace is displayed in the format 00:00. Pace represents the amount of time it will take to run one mile at the user's current speed.

**METs:**

METs is displayed in the format 00.0 and represents 3.5 milliliters of oxygen per kilogram of body weight per minute.

**HEART RATE:**

Heart Rate is displayed in the format 000. Heart Rate represents the user's actual heart rate (pulse).

## **Workout Parameters**

### **To Begin Workout**

#### **Caution - Non-Motorized Treadmill**

##### **To Use:**

1. Place hands on handrails and begin walking – manually push running belt
2. Press on to turn on display
3. Use Fast and slow to set desired/maximum speed

**ALWAYS ENTER THE TREADMILL FROM THE BACK**

### **Ending a Workout**

To end a workout, gradually reduce walking speed while holding onto handrails. Press the off button to shut off the display completely.

**ALWAYS EXIT THE TREADMILL FROM THE BACK**

# **TREADMILL MAINTENANCE**

CLEANING AND INSPECTION  
LUBRICATION

# Cleaning and Inspection

Periodic cleaning and inspection of your WOODWAY treadmill will help to lengthen the life while helping keep it looking like new. With this preventative maintenance it will be easier to spot problems that might not otherwise be found.

Below is a guideline of our recommended cleaning and maintenance intervals. If your treadmill is located in a dirty environment or under heavy-duty use, cleaning and inspection should be implemented more often.

Do not use abrasive brushes or cleaners, as they may scratch the paint and plastic surfaces. Do not soak any surface; the sensitive electronics may be harmed.

**CAUTION:** Turn off treadmill battery back-up system.

## Weekly:

- Clean handrail, front display panel & cosmetic covers.
- Check overall condition of the treadmill.
- Move, and vacuum underneath the treadmill.

## Every Six (6) Months:

- Vacuum inside the treadmill (remove cosmetic covers.)
- Inspect all nuts and bolts. Tighten any that are loose.
- Clean running surface.
- Check drive belt – replace if shredding or teeth are missing.

## Yearly:

- Grease front and rear roller bearings.

## Seasonally:

- In autumn & winter remember that the dry climate in many regions of the country will cause a greater static discharge to occur when the treadmill is used. Be sure to spray the running surface with a staticide spray regularly to prevent static shock to the treadmill user.

# Lubrication

## Bearings

Almost all of the bearings used in the treadmill are pre-lubricated and do not need to be greased. On a yearly basis, the four (4) bearings located at the front and rear shaft will need to be lubricated.



## Running Belt

The teeth on the bottom of the running belt are pre-lubricated to aid in reducing noise. There is no need to lubricate the teeth. If running belt is rubbing against the side of the drive pulleys, then a small amount of grease (i.e. Molykote or equal) on the edges of the belt slats will help reduce noise. Apply grease to the teeth on the back drive shaft to help the belt stay aligned properly.



## WARRANTY INFORMATION

## Warranty Information

	All Components	Labor
Commercial Fitness Use	3 years	1 year

WOODWAY warrants that all products and accessories will be free from manufacturing defects according to the applications/terms listed above. The warranty period commences on the original date of purchase. This warranty is given only to the original purchaser. This warranty does not cover damage or equipment failure resulting from misuse, abuse, or failure to comply with electrical codes. Further, this warranty shall not apply if there is any modification to the products or accessories or if there is a failure to provide maintenance as outlined in the Owner's Manual.

**WOODWAY GIVES NO OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED. THE WARRANTY OF FITNESS FOR A PARTICULAR USE IS HEREBY DISCLAIMED.**

The buyer's remedy for breach of the expressed warranties contained herein shall be limited to the return of the product and accessories and repayment of the original purchase price. Provided, however, at WOODWAY selection, it may repair and replace the non-conforming goods or parts. WOODWAY shall not be liable for any incidental or consequential damages.

## Our Guarantee

WOODWAY guarantees the repurchase of WOODWAY treadmill products for a period of up to five (5) years after original installation. A direct payment, or credit toward the purchase of a new WOODWAY, of 20% of the purchase price of the treadmill will be made to the original owner of a WOODWAY treadmill. This guarantee is limited to the original owner. Contact WOODWAY for further details.

## **WRAP UP**

**TROUBLESHOOTING  
PREVENTATIVE MAINTENANCE LOG  
NUMBERS TO KNOW**

# Troubleshooting

*If you are having problems with your treadmill, please be prepared with answers to the following questions **before** calling our service center.*

## QUESTIONS:

- What is the make, model and serial number?
- What happened prior to the problem?
- Did the problem happen unexpectedly or did it progressively worsen over time?
- Was someone using the treadmill at the time the problem occurred?
- Was the treadmill in LOCKED or FREEWHEEL mode?
- Explain any other symptoms that you feel are relevant.



Preventative Maintenance Log

DATE	MAINTENANCE PERFORMED	BY	RESULT

## Numbers to Know

### Your Treadmill Serial #(s):

Model/# \_\_\_\_\_

Model/# \_\_\_\_\_

Model/# \_\_\_\_\_

Model/# \_\_\_\_\_

Model/# \_\_\_\_\_

Model/# \_\_\_\_\_

Model/# \_\_\_\_\_

Model/# \_\_\_\_\_

(The serial number can be found on the back of the treadmill's display board housing & also on the front/left section of treadmill frame – side cover must be removed to locate on the frame).



**800-WOODWAY (966-3929)**